

IN THE CLAIMS:

Please amend the claims as shown immediately below with all changes (e.g., additions, deletions, modifications) included, pursuant to 37 C.F.R. 1,121(c)(1)(i).

1. (Currently Amended) A method of obtaining audio information through the Internet by a plurality of agents of an automatic call distributor, where each agent of the plurality of agents is situated at a plurality of respective remotely located agent terminals of the automatic call distributor, such method comprising the steps of:

transmitting a sign-on request from a first remotely located terminal of a first agent of the plurality of remotely located terminals agents to a server of the automatic call distributor through the Internet notifying the server that an associated the first agent of the first terminal is ready for receiving calls;

retrieving a universal resource locator of a web file server containing the audio information needed by the associated first agent of the first terminal, said web file server being located on a second remotely located terminal of a second agent of the plurality of agents of the automatic call distributor remotely located terminals; and

downloading the audio information through the Internet from the web file server specified by the universal resource locator from the remotely located terminal of the second agent to the first remotely located terminal of the first agent.

2. (Original) The method of downloading audio information as in claim 1 further comprising defining the downloaded audio information as administrative announcements relating to operation of the automatic call distributor.

3. (Original) The method of downloading audio information as in claim 1 wherein the step of downloading further comprises downloading under a streaming format.

4. (Currently Amended) The method of downloading audio information as in claim 1 wherein the step of downloading the audio information further comprises downloading an MP3 file to the terminal of the first agent.

5. (Original) The method of downloading audio information as in claim 1 further comprising downloading the universal resource locator from the server of the automatic call distributor.

6. (Original) The method of downloading audio information as in claim 1 wherein the step of retrieving the universal resource locator of the web file server further comprises accessing a web address server.

7. (Currently Amended) The method of downloading audio information as in claim 6 wherein the step of accessing the web address server further comprises transferring an identifier of the remotely located first terminal of the first agent and file identifier to the web address server.

8. (Currently Amended) The method of downloading audio information as in claim 7 further comprising downloading personal announcements of the associated first agent of the first terminal.

9. (Currently Amended) The method of downloading audio information as in claim 6 further comprising downloading software defining the web address server to a third remotely located terminal of a third agent of the plurality of agents remotely located terminals at a beginning of a work shift.

10. (Currently Amended) The method of downloading audio information as in claim 9 further comprising moving the web address server to a fourth remotely located agent terminal of a fourth agent of the plurality of agents remotely located terminals at an end of the work shift.

11. (Currently Amended) The method of downloading audio information as in claim +6 further comprising retrieving a universal resource locator address of the web address server from an acknowledgment message received from the automatic call distributor.

12. (Currently Amended) The method of downloading audio information as in claim 1 further comprising downloading software defining the web file server software to the second remotely located terminal of the second agent at a beginning of a work shift.

13. (Currently Amended) The method of downloading audio information as in claim 12 further comprising moving the web file server to a fifth remotely located terminal of a fifth agent of the plurality of agents remotely located terminals at an end of the work shift.

14. (Currently Amended) An apparatus for providing audio information through the Internet by to a plurality of agents of an automatic call distributor where each agent of the plurality of agents is situated at a plurality of respective remotely located terminals of the automatic call distributor, such apparatus comprising:

means for transmitting a sign-on request from a first remotely located terminal of a first agent of the plurality of remotely located terminals agents to a server of the automatic call distributor through the Internet notifying the server that an associated the first agent of the first terminal is ready for receiving calls;

means for retrieving a universal resource locator of a web file server containing the audio information needed by the associated first agent of the first terminal, said web file server being located on a second remotely located terminal of a second agent of the plurality of remotely located terminals agents; and

means for downloading the audio information through the Internet from the web file server specified by the universal resource locator to the remotely located first terminal of the first agent.

15. (Original) The apparatus for downloading audio information as in claim 14 wherein the audio information further comprises administrative announcements relating to operation of the automatic call distributor.
16. (Currently Amended) The apparatus for downloading audio information as in claim 14 wherein the means for downloading further comprises means for downloading under a streaming format.
17. (Currently Amended) The apparatus for downloading audio information as in claim 14 wherein the means for downloading the audio information further comprises means for downloading an MP3 file to the remotely located terminal of the first agent.
18. (Original) The apparatus for downloading audio information as in claim 14 further comprising means for downloading the universal resource locator from the server of the automatic call distributor.
19. (Original) The apparatus for downloading audio information as in claim 14 wherein the means for retrieving the universal resource locator of the web file server further comprises means for accessing a web address server.
20. (Currently Amended) The apparatus for downloading audio information as in claim 19 wherein the means for accessing the web address server further comprises means for transferring an identifier of the first remotely located terminal of the first agent and file identifier to the web address server.
21. (Currently Amended) The apparatus for downloading audio information as in claim 20 further comprising means for downloading personal announcements of the associated first agent of the first terminal.

22. (Currently Amended) The apparatus for downloading audio information as in claim 19 further comprising means for downloading software defining the web address server to a ~~third~~ ~~remotely located terminal of a third agent~~ of the plurality of ~~remotely located terminals~~ ~~agents~~ at a beginning of a work shift.

23. (Currently Amended) The apparatus for downloading audio information as in claim 22 further comprising means for moving the web address server to a ~~fourth~~ ~~remotely located terminal of a fourth agent~~ of the plurality of ~~remotely located terminals~~ ~~agents~~ at an end of the work shift.

24. (Currently Amended) The apparatus for downloading audio information as in claim 149 further comprising means for retrieving a universal resource locator address of the web address server from an acknowledgment message received from the automatic call distributor.

25. (Currently Amended) The apparatus for downloading audio information as in claim 14 further comprising means for downloading software defining the web file server software to the ~~second~~ ~~remotely located terminal of the second agent~~ at a beginning of a work shift.

26. (Currently Amended) The apparatus for downloading audio information as in claim 25 further comprising means for moving the web file server to a ~~fifth~~ ~~remotely located terminal of a fifth agent~~ of the plurality of ~~remotely located terminals~~ ~~agents~~ at an end of the work shift.

27. (Currently Amended) An apparatus for providing audio information through the Internet ~~by~~ ~~to a plurality of~~ agents of an automatic call distributor ~~where each agent of the plurality of agents is~~ situated at a ~~plurality of a~~ ~~respective~~ remotely located terminals ~~of the automatic call distributor~~, such apparatus comprising:

a communication processor adapted to transmit a sign-on request from a ~~first~~ ~~remotely located terminal of a first agent~~ of the plurality of ~~remotely located terminals~~ ~~agents~~ to a server of the automatic call distributor through the Internet notifying the server that ~~the first~~ ~~an~~ ~~associated~~

agent of the first terminal is ready for receiving calls;

an address server adapted to retrieve a universal resource locator of a web file server containing the audio information needed by the associated first agent of the first terminal, said web file server being located on a second remotely located terminal of a second agent of the plurality of agents remotely located terminals; and

a web server adapted to download the audio information through the Internet from the web file server specified by the universal resource locator to the first remotely located terminal of the first agent.

28. (Original) The apparatus for downloading audio information as in claim 27 wherein the audio information further comprises administrative announcements relating to operation of the automatic call distributor.

29. (Original) The apparatus for downloading audio information as in claim 27 wherein the audio information further comprises an MP3 file.

30. (Original) The apparatus for downloading audio information as in claim 27 wherein the address server further comprises a virtual address server.